

**TEXAS DEPARTMENT OF HEALTH
BUREAU OF HIV AND STD PREVENTION**

FOP-PS-006

Minimum Standards for Client Referrals

1. Assessment

Assessment of client needs and resources must include prevention, clinical, psycho-social and other support services. Mandated referrals of clients to appropriate agencies are required to be made for known or suspected child/elderly/disabled abuse or neglect, threats of suicide or violence against person or property and infectious TB.

2. Personnel

- a. Any direct service personnel are trained/qualified to provide referrals to a client and to refer the client to another staff member to receive this service.
- b. Referral activities are included in the relevant staff job descriptions.

3. Procedures and Protocols

There are written protocols for:

- a. referrals and follow-up, including provision for obtaining specific written releases from clients for all referral and follow-up activities.
- b. reporting situations as mandated by law.

4. Documentation

- a. Referrals and follow-up are documented in the client record/chart.
- b. Educational materials given to the client are documented in the client record/chart.
- c. Referrals are reported in the COMPIS/data collection system as required.

Elements of Referral

5. Resources

Staff making referrals have access to resource information (e.g., Texas HIV/STD Community Resource Directory, local service directories) that is current and relevant to the population in the service area.

6. **Linkages**

Referral linkages are current and documented in Memoranda of Understanding (MOU) or Memoranda of Agreement (MOA) as necessary.

7. **Education**

Provide relevant educational materials, in language appropriate to the population at-risk in the service area.

8. **Follow-up**

- a. A policy and procedure for follow-up with the client are established.
- b. A method of assessing client satisfaction with the given referral and addressing incidents of negative feedback from the client is established.